



Health Safety Net Patient Information Sheet

Welcome to the Health Safety Net!

If you have Uncompensated Care Pool eligibility, your eligibility has now been changed to the Health Safety Net (HSN). On October 1, 2007, the Health Safety Net replaced the Uncompensated Care Pool. You do not need to apply or reapply for the Health Safety Net if you already had Uncompensated Care Pool eligibility. However, if you get a review form from MassHealth, be sure to respond so you will have no break in your ability to get services.

You may have Health Safety Net eligibility for up to a year, but you may receive review forms before the year is over. If you get review forms or any other forms asking for information, please complete them as soon as possible. If your address, phone number, health insurance, or income changes, you need to call the MassHealth office (1-888-665-9993) immediately to give them your new information.

If you do not have HSN, and were not on UCP, you may apply using the MassHealth application for all health insurance programs in Massachusetts. You may fill out the paper form, or meet with financial counselors at your local hospital or community health center for help with the application.

For many people, the Health Safety Net will be very similar to the Uncompensated Care Pool. You can continue to use the Health Safety Net at hospitals and community health centers. With a few exceptions, all of the services you currently receive should continue to be paid for by the Health Safety Net. The hospital will be able to check to see exactly what services you can get now. For specific information on what your hospital will be able to bill to the Health Safety Net, you should speak with your hospital.

You may be charged some new co-pays at hospitals. You will not be charged co-pays for services you receive at a community health center (except for pharmacy co-pays) and children will not be charged co-pays. You should speak with your hospital to see if you will be charged co-pays for the services you receive.

For questions, you may call the Health Safety Net Help Line: (877) 910-2100. The phone line is open from 9A.M. to 5P.M. Monday through Friday, except holidays.